

## LISTING OF CLAIMS

1    1. (currently amended)      A method for monitoring a level of network service ~~offered~~  
2                                  provided by a service provider, the method comprising the computer-implemented  
3                                  steps of:  
4                                  receiving a schema that provides a configuration for monitoring a service level  
5                                  contract between the service provider and a particular customer, wherein the  
6                                  schema comprises data defining one or more tests for monitoring the level of  
7                                  network service being provided to a the particular customer by the service  
8                                  provider[;] and information defining a specific time range for when the one or  
9                                  more tests are to be performed;  
10                                 distributing the one or more tests to one or more agents, wherein the one or more  
11                                 agents ~~are configured to communicate with~~ configure devices associated with  
12                                 the network; ~~and~~  
13                                 ~~configuring the devices to perform the one or more tests within~~ during the specific  
14                                 time range and receive result information from the devices performing the one  
15                                 or more tests.

1    2. (currently amended)      The method recited in claim 1, further including the ~~steps step~~  
2                                  of:  
3                                 ~~receiving result information based on the devices performing the one or more tests;~~  
4                                 ~~and~~  
5                                 creating and storing reporting information that indicates whether the customer is  
6                                 actually receiving, during the specific time range, the level of network service

7                   offered by the service provider in the service level contract, said reporting  
8                   information based on result information received from the devices.

1       3. (cancelled)

1       4. (previously amended)     The method recited in claim 1,  
2                   said schema being based on Extensible Markup Language (XML), and wherein the  
3                   schema models the service level contract.

1       5. (previously amended)     The method recited in claim 1, further comprising the steps of:  
2                   generating, at a server, interface data for defining the schema for monitoring the  
3                   service level contract; and  
4                   communicating the interface data to a client that is remote from said server, wherein  
5                   the interface data allows users to define specific times for monitoring the level  
6                   of service that is being provided by the service provider.

1       6. (currently amended)     The method recited in claim 1, wherein:  
2                   the step of configuring one or more agents configure the devices ~~includes the step of~~  
3                   configuring the devices to perform the one or more tests only within the  
4                   specific time range.

1       7. (currently amended)     A computer readable medium carrying sequences of  
2                   instructions for monitoring a level of network service offered provided by a service  
3                   provider, the sequences of instructions including instructions for performing the steps  
4                   of:

1 receiving a schema that provides a configuration for monitoring a service level  
2 contract between the service provider and a particular customer, wherein the  
3 schema comprises data defining one or more tests for monitoring the level of  
4 network service being provided to a the particular customer by the service  
5 provider and information defining a specific time range for when the one or  
6 more tests are to be performed;  
7 distributing the one or more tests to one or more agents, wherein the one or more  
8 agents ~~are configured to communicate with~~ configure devices associated with  
9 the network; and  
10 ~~configuring the devices to perform the one or more tests within~~ during the specific  
11 time range and receive result information form the devices performing the one  
12 or more tests.

1 8. (currently amended) The computer readable medium recited in claim 7, further  
2 comprising instructions for performing the ~~steps~~ step of:  
3 ~~receiving result information based on the devices performing the one or more tests;~~  
4 ~~and~~  
5 creating and storing reporting information that indicates whether the customer is  
6 actually receiving, during the specific time range, the level of network service  
7 offered by the service provider in the service level contract, said reporting  
8 information based on result information received form the devices.

1 9. (cancelled)

1 10. (currently amended) The computer readable medium recited in claim 7,  
2 said schema being based on Extensible Markup Language (XML), and wherein the  
3 schema models the a service level contract.

1 11. (previously amended) The computer readable medium recited in claim 7, further  
2 comprising instructions for performing the steps of:  
3 generating, at a server, interface data for defining the schema for monitoring the  
4 service level contract; and  
5 communicating the interface data to a client that is remote from said server, wherein  
6 the interface data allows users to define specific times for monitoring the level  
7 of service that is being provided by the service provider.

1 12. (currently amended) The computer readable medium recited in claim 7, wherein:  
2 the ~~step of configuring one or more agents configure the devices includes the step of~~  
3 ~~configuring the devices to perform the one or more tests only within the~~  
4 specific time range.

1 13. (currently amended) A network device configured for monitoring a level of network  
2 service offered by a service provider, comprising:  
3 a network interface;  
4 a processor coupled to the network interface and receiving information from the  
5 network interface;  
6 a computer-readable medium accessible by the processor and comprising one or more  
7 sequences of instructions which, when executed by the processor, cause the processor  
8 to carry out the steps of:

1 receiving a schema that provides a configuration for monitoring a service  
2 level contract between the service provider and a particular customer,  
3 wherein the schema comprises data defining one or more tests for  
4 monitoring the level of network service being provided to a the  
5 particular customer[;] by the service provider and information defining  
6 a specific time range for when the one or more tests are to be  
7 performed;  
8 distributing the one or more tests to one or more agents, wherein the one or  
9 more agents ~~are configured to communicate with~~ configure devices  
10 associated with the network; ~~and~~  
11 ~~configuring the devices to perform the one or more tests within during the~~  
12 ~~specific time range and receive result information from the devices~~  
13 ~~performing the one or more tests.~~

1 14. (currently amended) The network device recited in claim 13, wherein the sequence  
2 of instructions further comprises ~~the steps of~~ instructions that cause the one or more  
3 processors to:  
4 ~~receiving result information based on the devices performing the one or more tests;~~  
5 ~~and~~  
6 ~~creating~~ create and ~~storing~~ store reporting information that indicates whether the  
7 customer is actually receiving, during the specific time range, the level of  
8 network service offered by the service provider in the service level contract,  
9 said reporting information based on result information received from the  
10 devices.

1 15. (cancelled)

1 16. (previously amended) The network device recited in claim 13,  
2 said schema being based on Extensible Markup Language (XML), and wherein the  
3 schema models the service level contract.

1 17. (previously amended) The network device recited in claim 13, wherein the sequence  
2 of instructions further comprises the steps of:  
3 generating, at a server, interface data for defining the schema for monitoring the  
4 service level contract; and  
5 communicating the interface data to a client that is remote from said server, wherein  
6 the interface data allows users to define specific times for monitoring the level  
7 of service that is being provided by the service provider.

1 18. (currently amended) The network device recited in claim 13, wherein:  
2 the step of configuring one or more agents configure the devices includes the step of  
3 configuring the devices to perform the one or more tests only within the  
4 specific time range.

1 19. (currently amended) A network device configured for monitoring a level of network  
2 service offered by a service provider, comprising:  
3 means for receiving a schema that provides a configuration for monitoring a service  
4 level contract between the service provider and a particular customer, wherein  
5 the schema comprises data defining one or more tests for monitoring the level  
6 of network service being provided to a the particular customer[;] by the  
7 service provider and information defining a specific time range for when the  
8 one or more tests are to be performed;

1 means for distributing the one or more tests to one or more agents, wherein  
2 the one or more agents ~~are configured to communicate with~~ configure  
3 devices associated with the network; and  
4 means for configuring the devices to perform the one or more tests ~~within~~  
5 during the specific time range and receive result information from the  
6 devices performing the one or more tests.

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1 20. (currently amended) The network device recited in claim 19, further including:  
2 ~~means for receiving result information based on the devices performing the one or~~  
3 ~~more tests; and~~  
4 means for creating and storing reporting information that indicates whether the  
5 customer is actually receiving, during the specific time range, the level of  
6 network service offered by the service provider in the service level contract,  
7 said reporting information based on result information received from the  
8 devices.